

Your Lifeline to Success

Learning Resources and Support

Though GAGetrak is user-friendly, it's a robust solution with extensive functionality. Formal training is key to ensure consistent data entry by all users and proper use of GAGetrak in daily operation; however, we urge you to take advantage of all of the other learning resources and technical support that are available to you at any time.



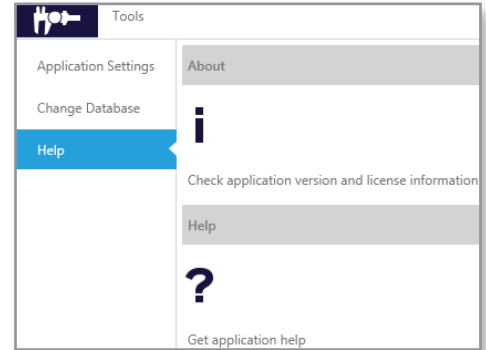
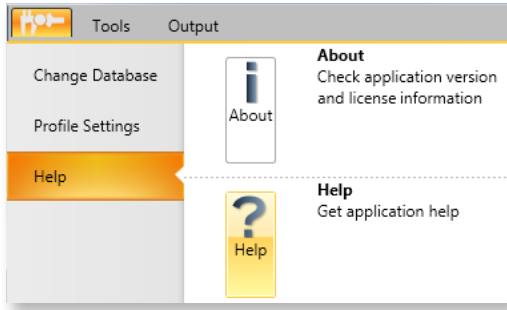


Learning Resources - Help System

Access the GAGetrak Help System at any time from within the software. The Help System contains all of the same information as the user guide.

1

Access the Help System: In GAGetrak 7 or GAGetrak Lite, click the application icon in the upper left corner of the window, click the **Help** option in the menu and then click the **Help** icon.

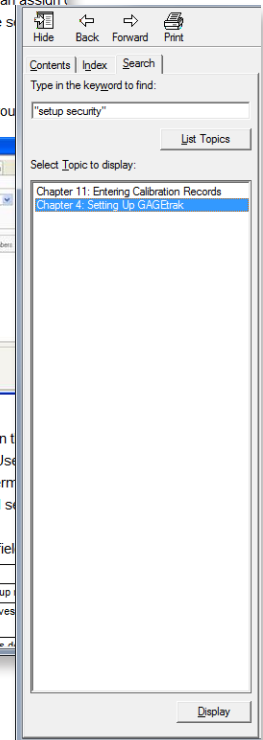
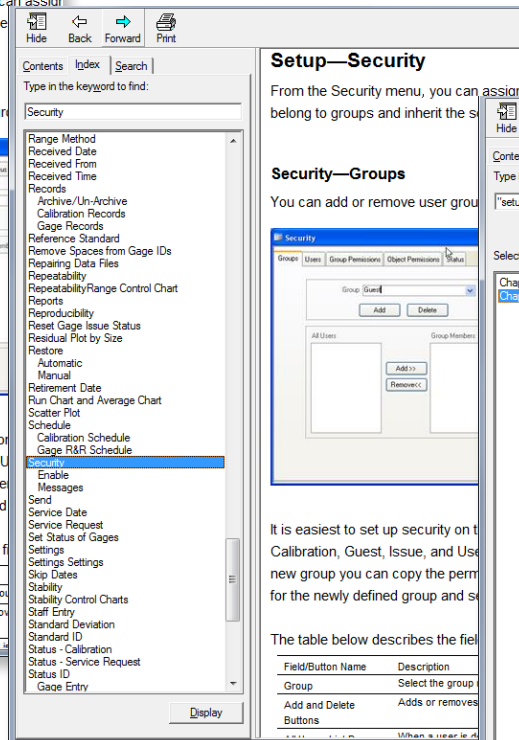
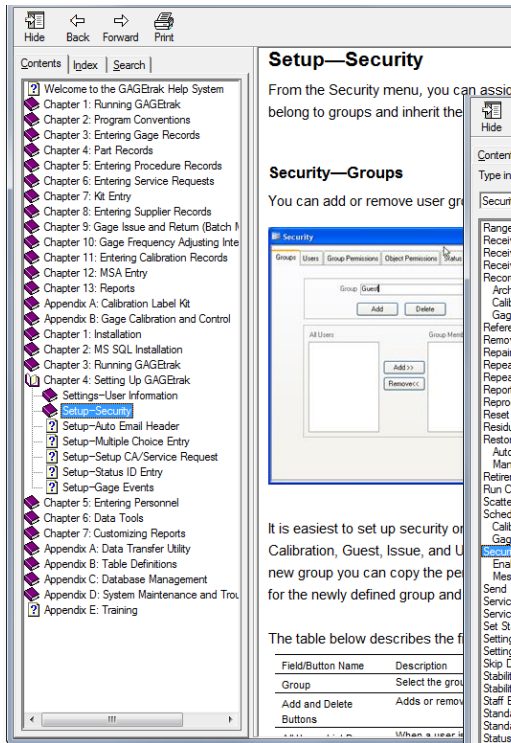


In GAGetrak 6.8, from the **Help** menu, select **Contents**.

In GAGetrak 6.9, from the **File** menu, select **Help -> Contents**.

2

Browse the Help System by Table of Contents or Index topic or do a broad search:





Learning Resources - User Guides

Access User Guide PDF files from the **Tech Support** section of our website.

1

Go to GAGetrak.com and click **Tech Support** in the navigation menu.

2

Download PDF User Guides from the left-hand column. Every file is a searchable, indexed PDF file.

GAGetrak Technical Support
We're here to help!

User Guides
Find your product and version and then click to expand the group of guides.

- GAGetrak 7.0.5
- GAGetrak 6.8
- GAGetrak Lite 8.1

How-to Questions
The software includes a Help System and a PDF user guide with identical content. Please consult one of these first for answers to your how-to questions. User guides are in the left-hand column of this page and the link below explains accessing the Help System.

[GAGetrak Learning Resources and Support](#)

Before You Enter the Support Portal...
To receive technical support, you must have an active [maintenance agreement](#) and know your [product name](#), [version number](#) and [serial number](#).

When you submit a ticket through the support portal, one of our skilled technicians will evaluate your issue and contact you with a solution or set up a remote session to troubleshoot your issue. You can do some of this exploration yourself to possibly resolve the issue without technical support:



Contact the Technical Support Team

Our Technical Support team is in the U.S. at our corporate headquarters and can be reached through the Support Portal or at 1-800-777-7020.



Stay in Touch

Receive software notifications, special discounts, industry news and tech tips by signing up to receive the GAGetrak newsletter. Go to GAGetrak.com and access the **Contact Us** page:

Contact Us

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4 + 13 =

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While you're here, sign up for our monthly newsletter!



Your Opinion Matters

If at any time, you would like to let us know how you're doing with GAGetrak, what your favorite features are, about your experiences with our Technical Support team or anything else, please email us at qmd@cybermetrics.com.

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